GM 579

NEIL ABERCROMBIE
GOVERNOR

BARBARA A. KRIEG
DIRECTOR

LEILA A. KAGAWA
DEPUTY DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT
235 S. BERETANIA STREET
HONOLULU, HAWAII 96813-2437

February 28, 2014

Testimony of
Barbara A. Krieg, Director
Department of Human Resources Development
before the

SENATE COMMITTEE ON TECHNOLOGY AND THE ARTS
March 6, 2014
1:15 p.m., Conference Room 414
in consideration of

Governor's Message No. 579
Relating to the Consideration and Confirmation of
Gubernatorial Nominee, KEONE KALI
As Chief Information Officer for the
Office of Information Management and Technology

WRITTEN TESTIMONY ONLY

TO CHAIRPERSON GLENN WAKAI AND FELLOW COMMITTEE MEMBERS:

Thank you for this opportunity to provide testimony in **strong support** for the confirmation of Mr. Keone Kali as the Chief Information Officer (CIO) for the Office of Information Management and Technology (OIMT).

I have had the pleasure of working closely with Mr. Kali on a number of OIMT initiatives during his tenure as Deputy CIO. During this time, he has consistently demonstrated a high-level understanding of the State's technology needs and, more importantly, the ability to identify how those needs can be met.

Mr. Kali has a strong background in technology and technology management. He is both a visionary and an executive with the skills and experience to implement the vision. This is a rare combination, and one which will serve the State well in the challenging technology future.

Among many other initiatives, Mr. Kali has dedicated resources to the support of

the departments, including the Department of Human Resources Development. He is moving forward the critical Enterprise Resource Planning (ERP) program, which will transform the State's operations. Mr. Kali is also dedicated to the support and development of the State's Information Technology workforce, which will ensure the success of the technology transformation.

Thank you for the opportunity to testify. I respectfully ask for your favorable consideration and confirmation of Mr. Keone Kali as CIO.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
MARIA E. ZIELINSKI, DEPUTY COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
SENATE COMMITTEE
ON
TECHNOLOGY AND THE ARTS
ON
March 6, 2014

GOVERNOR'S MESSAGE 579

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE CHIEF
INFORMATION OFFICER FOR THE OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY, GUBERNATORIAL NOMINEE, KEONE KALI

Chair Wakai and members of the Committee, thank you for the opportunity to testify on

GM 579. The Department of Accounting and General Services (DAGS) strongly supports Mr.

Keone Kali's confirmation as Chief Information Officer (CIO) for the Office of Information

Management and Technology (OIMT).

As Deputy Comptroller, I have had the privilege of working closely with Keone in

connection with several DAGS-related projects including, but not limited to, a Statewide asset

management and inventory system, integration of DAGS' Information and Communication

Services Division (ICSD) with the OIMT, and, more recently, the Enterprise Resource Project

(ERP). Keone is a doer – an achiever. He sees a situation, issue or problem, identifies possible

solution(s), confers with stakeholders, works out the logistics and gets it done. He is a pleasure

to work with, is professional and dynamic. In my opinion, you could not ask for a finer and more qualified CIO. Lastly, Keone, who is born and raised in Hawaii, is committed to the State's future.

Thank you for the opportunity to testify on this matter.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
DEAN H. SEKI, COMPTROLLER
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
SENATE COMMITTEE
ON
TECHNOLOGY AND THE ARTS
ON
March 6, 2014

GOVERNOR'S MESSAGE 579

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE CHIEF
INFORMATION OFFICER FOR THE OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY, GUBERNATORIAL NOMINEE, KEONE KALI

Chair Wakai and members of the Committee, thank you for the opportunity to testify on

GM 579. The Department of Accounting and General Services strongly supports Mr. Keone

Kali's confirmation as Chief Information Officer (CIO) for the Office of Information

Management and Technology (OIMT).

As Comptroller, I have had the privilege of working with Mr. Kali (in his capacity as

Deputy Chief Information Officer) on a variety of important issues. I have found Mr. Kali to be

a highly motivated public servant with a strong work ethic, who takes a proactive approach to

problem solving, seeks input and consensus on issues, quickly grasps complex issues, and

communicates effectively in a positive and encouraging manner.

Without reservation, I truly believe Mr. Kali possesses the requisite professional and people skills necessary to serve OIMT and the people of Hawaii with honor and distinction.

Thank you for the opportunity to testify on this matter.

TESTIMONY BY KALBERT K. YOUNG
DIRECTOR, DEPARATMENT OF BUDGET AND FINANCE
STATE OF HAWAII
TO THE SENATE COMMITTEE ON TECHNOLOGY AND THE ARTS

March 6, 2014

GM 579: SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE CHIEF INFORMATION
OFFICER FOR THE OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY,
GUBERNATORIAL NOMINEE, KEONE KALI

Please accept my testimony in support of Gubernatorial Nominee, Keone Kali, for Chief

Information Officer for the Office of Information Management and Technology (OIMT).

Mr. Kali has served as the deputy OIMT for nearly the past year, during which time he

has worked very diligently to support the efforts of the CIO and the Governor to transform the

State's approach and management of our technology resources. It is clear that the State of

Hawaii is severely resourced challenged in the area of information technology (IT). The State is

battling our out-dated computer technology, insufficient funding levels, and excessively manual

process that are impeding efficient government processes.

I believe Mr. Kali has the depth of experience to capitalize on his previous roles working

with the federal government and at the local level of government to administer technology

projects and programs. One of Mr. Kali's foremost objectives will be the successful delivery of

the Enterprise Resource Planning (ERP) project which is expected to generate significant gains

in efficiencies, improved processes, and integrated information access throughout the State.

Mr. Kali's background and familiarity with managing large projects will add a lot of value and

expertise in critical areas such as in resource allocation, budget management, and change

management - all areas that he has a working familiarity.

I believe Mr. Kali is a good candidate to assist the Administration with establishing goals and objectives that would move OIMT forward and similarly align the Administration's IT transformation plans to better address OIMT customers, stakeholders, and the public at large.

I respectfully ask for the Committee's favorable consideration of Mr. Keoni Kali's confirmation as Chief Information Officer of the Office of Information Management and Technology.

NEIL ABERCROMBIE
GOVERNOR

SANJEEV "SONNY"
BHAGOWALIA
CHIEF ADVISOR ON TECHNOLOGY
AND CYBERSECURITY

STATE CAPITOL, EXECUTIVE CHAMBERS, 415 S. BERETANIA STREET, HONOLULU, HAWAI'I 96813
http://governor.hawaii.gov

March 3, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara, Vice Chair
Members of the Senate Committee on Technology and Arts

Nominee, Keone Kali (GM 579)
As Chief Information Officer to the Office of Information Management and Technology (OIMT)

Thursday, March 6, 2014
1:15 p.m. Room 414, State Capitol

Written Testimony of Sanjeev "Sonny" Bhagowalia, Chief Advisor on Technology and
Cybersecurity to Governor, State of Hawaii

Aloha! It is with great pleasure that I testify in strong support of Mr. Keone Kali's confirmation as the
"second-ever" Chief Information Officer (CIO) for OIMT (http://oimt.hawaii.gov). We are truly
fortunate to have a native son of Hawaii with such excellent credentials and a sense of public service, be
ready to move our state forward in this critical area of Business and Technology transformation.

My testimony provides unique insight and answers to two questions posed on this occasion:

1. Why change at this juncture in the midst of all our success for past three years in OIMT?
2. Why is Keone perfectly qualified to be the next CIO of OIMT?

Why Change at this Juncture?

Simply put, I asked the Governor for this change for the following reasons:

- The transformation plan is in place laying out a comprehensive roadmap for our State
- The foundation is set with major business, technology and governance improvements
- The time is right for others to complete the transformation journey
- The time is right for stakeholders across Hawaii to strategize how to help Hawaii become a
  Technology and Cybersecurity hub in the Asia-Pacific Region on a larger stage

I have had the wonderful opportunity, honor and privilege of being selected to serve as the "first-ever"
State of Hawaii CIO and leader of OIMT from 2011 through 2014. I came from the mainland in 2011.
The people of Hawaii embraced me as one of their own – this is the highest honor anyone can possibly
expect and is the most rewarding to me. My team and I have worked tirelessly to layout a roadmap to
turn-around a business and technology environment that is 30-40 years behind the times. I published a
comprehensive CIO Annual Report for the past three fiscal years at http://oimt.hawaii.gov/annual-report/.
This report lists the accomplishments of our extended "CIO Ohana." This success for the past three years
was no accident – it required an incredible amount of dedicated effort, commitment, hard work and
partnership of my extended "CIO Ohana": staff, deputy CIOs, all 18 Department Directors and their CIO
staffs in the executive branch and external stakeholders (Industry, Public and Benefactors).

1

NEIL ABERCROMBIE
GOVERNOR

**SANJEEV "SONNY"
BHAGOWALIA**
CHIEF ADVISOR ON TECHNOLOGY
AND CYBERSECURITY

STATE CAPITOL, EXECUTIVE CHAMBERS, 415 S. BERETANIA STREET, HONOLULU, HAWAI'I 96813
http://governor.hawaii.gov

The key accomplishments are in three strategic areas with top 10 enterprise programs initiated in each area to implement the strategy and led by three deputies:

1. Reengineer the Business (Enterprise Resource Planning (ERP), Tax Systems Modernization (TSM), Health IT and Business Process Reengineering (BPR))
2. Modernize the Technology (Infrastructure, Shared Services, Security/Privacy and Hawaii Broadband Initiative)
3. Improve Transparency and Accountability (Open Government, Governance)

The depth and breadth of the achievements by the extended "CIO Ohana" is amazing as delineated in the CIO Annual report for Fiscal Years (FY) 2012-2014. For example, all 18 Departments and County CIOs collaborated in the Governance program to help me publish the following key Plans and implement key projects for our great State of Hawaii:

- A "first-ever" Baseline Plan (Calendar Year (CY) 2011)
- A "first-ever" Business and Technology Transformation Plan with 20 plans in 20 areas (CY 2012)
- A "first-ever" Detailed Assessment and Implementation Reports/Plans for 10 areas (CY 2013)
- Successful implementation of 25 of 50 projects in the Top 10 enterprise programs (CY 2012-14)

The extended "CIO Ohana" plans have helped assess our "as-is" business and technology environment, the future "to-be" environment and a transition and sequencing plan to "bridge the gap" with three strategies, Top 10 programs and 50 detailed projects. The plans helped secure approval critically needed resources (budget, staff) with support from the Governor and the legislature for the first three phases of a seven-phase, 12-year transformation journey for the executive branch of state government. The comprehensive transformation plan won a prestigious Federal 100 national award - the only state to be recognized with such distinction in CY 2013. The State of Hawaii won another 20 national awards across OIMT and other departments to demonstrate a new level of excellence and engagement in transformation.

Considering where we were in CY 2011 with an outdated legacy business and technology environment, the accomplishments prove that when the people of Hawaii work in the spirit of "Laulima", "Lokahi" – we can indeed strive for and reach the summit (Kūlia i ka nu'u).

The extended "CIO Ohana" have helped me successfully complete the first two (and half of phase 3) of seven phases ahead of schedule, within scope and cost. They can easily complete this journey with a strong leader with expertise, experience and an intrinsic fire/passion for the future of Hawaii – *Keone is that leader who helped me in the transformation and cares deeply about leading Hawaii into the future.*

I have asked the Governor, that while I am still here, I will try to help Hawaii go forward into an even brighter future by focusing on a joint strategy with all stakeholders to establish Hawaii as a Technology and Cybersecurity hub in the Asia-Pacific Region in the digital age. This complements the Transformation plan, albeit on a larger stage, helping Hawaii remain a "Cross-roads of the Pacific" in the Digital Age with an emerging Asia.

2

NEIL ABERCROMBIE
GOVERNOR

**SANJEEV "SONNY"
BHAGOWALIA**
CHIEF ADVISOR ON TECHNOLOGY
AND CYBERSECURITY

STATE CAPITOL, EXECUTIVE CHAMBERS, 415 S. BERETANIA STREET, HONOLULU, HAWAI'I 96813
http://governor.hawaii.gov

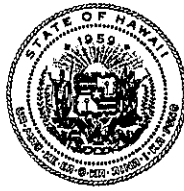### *Why is Keone Kali an Excellent Choice as the Next CIO of OIMT?*

I recommended Keone for this job to replace me as I look forward to my next venture and am unequivocally recommending him to you for the CIO job for the following four reasons:

1. I was part of the committee that selected him as one of the two Deputy CIOs (DCIOs) in CY 2012. Since then, both DCIOs have done a great job in helping me implement the transformation plan for Hawaii. Keone has been instrumental for the past year in successfully implementing one of the three strategic areas (Modernize the Technology Infrastructure), which established a strong, reliable, and secure technology foundation for Hawaii – especially critical to Hawaii's success in the digital age
2. The Transformation Plan is complete, the foundation is set with Top 10 programs underway and 25/50 Phase 3 projects are already complete (remaining on schedule in FY 2014-15). I groomed Keone as part of the succession plan to take the next step at the appropriate time, which has arrived
3. He is a native son who graduated from high school here (Punahou), represented Hawaii honorably while graduating from UCLA, secured experience at the Local Government level as a City CIO in State of California, and returned to Hawaii in public service as one of my to Deputy State CIOs and gained critical State Government experience. This transformation will require someone local to see it through in terms of commitment and attention
4. Keone has a perfect balance of experience, expertise, caring and "fire" to get the job done – we need a "warrior for Hawaii", as that is what it will take in completing this transformation. I know what it takes to get the job done, having done that for three years in a new hybrid "Aloha with Urgency" Approach – requiring continuous energy, effort, focus and collaboration across organizational lines in a spirit of Aloha. I can vouch that Keone has the same determination, professionalism and commitment to excellence to get the job done. Hawaii needs someone from within the State with a deep connection to the State and its people – Keone is that "warrior for Hawaii"

My other DCIO Randy Baldemor has done a great job in another key strategic area "Reengineering the Business", while my Chief Enterprise Architect James Lum did an amazing job in the "Improving Transparency and Accountability" with extraordinary assistance and accomplishment by Open Government PM Karen Higa. They are interested completing the transformation journey of Hawaii in key functional roles going forward to help our state and people:

- Randy is promoted in a key role as Director of Strategic Initiatives on Governor's Office to ensure the business is being re-engineered with Governor's Office support
- James and Karen will focus in helping Keone improve transparency and accountability of the transformation to ensure "what gets measured gets done" with policy, process and governance

When I arrived here in Hawaii in 2011, I had to quickly survey the Business and IT/IRM environment in state government. I "expected the worst but it was worse than I expected" – Hawaii was 30-to-40 years behind the times, with fragmented silos, paper processes and a weak, unreliable and unsecure technology infrastructure with no disaster recovery. I have learnt over time the critical need in establishing a strong technology and governance foundation to build upon. I used all aspects of my technical and management education, Federal CIO Certification and over 28 years of experience, expertise in the Business and Information Technology (IT) and Information Resource Management (IRM) environment in Industry, Federal, Tribal and State Government. I learnt how to "manage with Aloha" from Hawaii.

3

NEIL ABERCROMBIE
GOVERNOR

SANJEEV "SONNY"
BHAGOWALIA
CHIEF ADVISOR ON TECHNOLOGY
AND CYBERSECURITY

STATE CAPITOL, EXECUTIVE CHAMBERS, 415 S. BERETANIA STREET, HONOLULU, HAWAI'I 96813
http://governor.hawaii.gov

As I have said before and re-iterated on numerous occasions, the successful transformation of Hawaii will require a hybrid "Aloha with Urgency" approach encompassing five dimensions:

- People
- Policy
- Technology
- Process
- Governance and Organizational Change Management (Organizational Culture)

In my assessment, Keone has demonstrated these qualities and skills since I hired him in 2012. As a native son, he knows Aloha and other Hawaiian concepts intrinsically. He has also learnt the urgency aspects as evidenced by his achievements both personally and professionally. Most importantly, Keone is a native son from Hawaii – he cares deeply for Hawaii. Going forward, these skills will serve him well as he provides important leadership to modernize and upgrade the state's overall technology program. This will have a tremendous impact in the state's ability to deliver the highest quality of services to the people we collectively serve. It is important to remember and never forget that we serve the people of Hawaii with humility to make their lives better. Keone understands this fundamental vision - this transformation will benefit people by delivering services online (versus waiting in-line) anywhere, any device securely and reliably from an effective and efficient Government. He understands the tenets we live by.

Keone was a key contributor to our success in successfully establishing a secure and reliable technology foundation. I assigned him to lead one of the three key foundational strategies (Modernizing the Technology Infrastructure) and implement four of the Top 10 enterprise programs. By any yardstick, he has achieved amazing progress in due credit to his technical management and leadership capability. I have had the opportunity to work with Keone have been very impressed with his overall knowledge, his ability to work with a wide range of people, and his sense of focus on the task at hand. During this transformation effort, I witnessed his ability to mobilize multiple department CIOs, OIMT/ICSD staff and other stakeholders, and bring them together to achieve focused results within a short deadline. Keone clearly demonstrated much insight in facilitating this process and was able to bridge differences as well as different levels of willingness to get results. He can get the job done for Hawaii.

I strongly urge you to confirm Keone Kali as the next CIO of OIMT, and enable him to continue serving as a valuable asset to state government and in turn, lead Hawai'i into the future. I fully support and endorse him for the job. Thank you for your consideration of my recommendation.

It has certainly been my honor and privilege to lead the extended "CIO Ohana" across the State to build this solid foundation from scratch for the past three years and see Hawaii emerge confidently into the digital age. Thank you for your support of the transformation.

Aloha. Mahalo. A Hui Hou!

NEIL ABERCROMBIE
GOVERNOR

SARAH ALLEN
ACTING ADMINISTRATOR

STATE OF HAWAII
STATE PROCUREMENT OFFICE
P.O. Box 119
Honolulu, Hawaii 96810-0119
Telephone: (808) 587-4700
e-mail: state.procurement.office@hawaii.gov
·http://hawaii.gov/spo

TESTIMONY
OF
SARAH ALLEN, ACTING ADMINISTRATOR
STATE PROCUREMENT OFFICE

TO THE SENATE COMMITTEE
ON
TECHNOLOGY AND THE ARTS

Thursday, March 6, 2014, 1:15 p.m.

GM 579 – Submitting for consideration and confirmation as the Chief Information Officer for the Office of Information Management and Technology, Gubernatorial Nominee, KEONE KALI.

Chair Wakai, Vice-Chair Nishihara, and members of the Committee, thank you for the opportunity to submit testimony in strong support of GM 579.

I have been working with Keone Kali in his capacity of OIMT Deputy Director since November 2013. Keone is a subject-matter expert in the information technology field and also has a solid understanding and associated procurement knowledge that he needs to be a responsible and accountable CIO for the State of Hawaii.

Keone's in-depth experience and understanding of the pivotal needs of this State will ensure that the security and stability of the State IT infrastructure is sustained and working for future economic benefit.

Keone shows great integrity in all his business dealings, and is reliable and consistent with his promises.

Thank you.

"Fostering Disaster-Resilient Communities through Information, Science, Technology, and Exchange"

4 March 2014

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol, Room 216
Honolulu, HI 96813

Dear Senator Wakai,

I am writing this letter to you to express my support for Mr. Keone Kali's nomination to the position of Hawaii State Chief Information Officer (CIO). Please share this message with the members of the Senate Committee on Technology and the Arts and with other interested parties.

Prior to Mr. Kali joining the Office of Information Management and Technology where he currently serves as the Deputy CIO, he served for many years as the Director of Information Technology at Pacific Disaster Center (PDC). In that capacity, Mr. Kali played a key role in modernizing our IT infrastructure, led several deployments of PDC applications in Southeast Asia, and oversaw the State of Hawaii's Broadband Mapping activities, to name a few of his efforts and accomplishments. As PDC's Executive Director, I had a chance to closely work with him and to observe his competency not only in the subject matter, but also in his commitment to excellence and cultural sensitivity working with varied international partners, internationally and at home.

Mr. Kali is an energetic and dynamic leader with superb knowledge of emerging opportunities and threats related to information management technologies and systems, broadband and networks, as well as cyber security. What's more, his cultural ties with and commitments to our beautiful home state and its citizens are exemplary and unmatched by most.

I am confident that Mr. Kali's qualifications, skills, and commitments make him well suited for the privilege of serving the public from the Office for which he is nominated, and I am convinced that his confirmation will best serve the interests of our state and its citizens.

I am grateful for the opportunity to express my support, and would like to express my appreciation for your time and considerations.

Sincerely,

Ray Shirkhodai
Executive Director
Pacific Disaster Center

March 5, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara, Vice Chair
Members of the Senate Committee on Technology and Arts
Twenty-Seventh Legislature
State Capitol, Room 414
Honolulu, Hawaii 96813

Dear Senator Wakai and Committee Members:

Subject: Testimony In Support of Governor's Message (GM) 579; Gubernatorial Nominee, Keone Kali as Chief Information Officer for the Office of Information Management and Technology
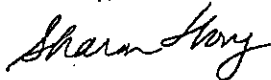
Thursday, March 6, 2014
1:15 p.m. in Conference Room 224

Chair Wakai, Vice-Chair Nishihara, and Members of the Senate Committee on Technology and Arts, thank you for the opportunity to submit testimony in support of gubernatorial nominee Keone Kali for the position of Chief Information Officer for the Office of Information Management and Technology.

As the Acting Administrator of the Information and Communication Services Division (ICSD) since December 2011, I support the confirmation of Keone Kali as Chief Information Officer (CIO) for the Office of Information Management and Technology (OIMT). I had the opportunity to meet with Keone on his first day as Deputy Chief Information Officer in November 2012 to brief him on ICSD. I left the meeting with the impression that he does possess current technical knowledge to guide the State from using aging and obsolescent computer systems to employing up-to-date and contemporary computer solutions. He was also personable, and a manager who was very aware of the importance of a proper work-life balance.

Since his first day on the job, he has gained knowledge of the Office of Information Management and Technology's (OIMT) Business and IT/IRM Transformation Plan, has worked with staff of both ICSD and OIMT, and has pushed through many improvements in modernizing the technology in the areas of infrastructure, shared services, and security. He is the best person to continue the momentum on executing the transformation plan to ensure continuity of government services by migrating to newer, supported computer systems, and to deliver more efficient government services by utilizing current digital age technologies such as virtualization and cloud solutions, while protecting government data and assets with applicable security policies, procedures, and cyber security technology tools.

For these reasons, I urge the Committee to support the nomination of Keone Kali for the position of Chief Information Officer.

Sincerely,

Sharon Wong
Acting ICSD Administrator
Information and Communication Services Division
Office of Information Management and Technology
Department of Accounting and General Services

March 5, 2014

Senator Glenn Wakai, Chair
Senator Clarence K. Nishihara, Vice Chair

Committee: Testimony to the Senate Committee on Technology and the Arts

Title: GM 579, Chief Information Officer of the Office of Information
           Management and Technology

Date: Thursday, March 06, 2014
Time: 1:15p.m.
Place: Conference Room 414, State Capitol

Chair Glenn Wakai, Vice Chair Clarence K. Nishihara, and Members of the Committee on Technology and the Arts:

My name is Jared I. Kuroiwa and I am a member of the state Office of Information Management & Technology's (OIMT) Information Technology Steering Committee.

I am submitting testimony in **strong support** for Mr. Keone Kali's confirmation as the Chief Information Officer (CIO) for OIMT.

In my opinion, Mr. Kali has been a strong leader in driving the technology changes that are needed to not only get the State of Hawaii up to speed, but also with the foresight in building future growth into the plan. Bolstering our technology infrastructure was a major undertaking, and I believe much of Mr. Kali's success came from his exemplary background in managing government systems and staff.

I also have been in sessions discussing the plans that Mr. Kali has in strengthening the human capital of the state's technology staff. There is no doubt that this is a hurdle as the technology is only as strong as the staff that uses and manages it. From what I've seen so far, Mr. Kali has a strong plan to create much more alignment throughout all departmental staff and leadership. Through these increased communications and enterprise systems, the state will be able to coordinate projects of all types.

Mr. Kali represents the future of our state and is a true leader in government technology. It is because of these reasons that I strongly urge your committee to confirm Mr. Kali as the CIO of OIMT.

Thank you for the opportunity to submit testimony on this appointment.

March 5, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara, Vice Chair
Members of the Senate Committee on Technology and Arts

Nominee, Keone Kali (GM 579)
As Chief Information Officer of the Office of Information Management and Technology (OIMT)

Thursday, March 6, 2014
1:15 p.m. Room 414, State Capitol

Written Testimony of Randy Baldemor, Director of Strategic Initiatives,
Office of the Governor, State of Hawaii

Dear Chair Wakai, Vice Chair Nishihara and Members of the Committee:

I write to express strong support for the appointment of Keone Kali, as the Chief Information Officer (CIO) of the Office of Information Management and Technology (OIMT).

Since November 2012, Keone and I have worked together at OIMT to help the State of Hawaii modernize its information technology (IT) and business processes. As Deputy CIO of Operations, Keone made great strides in numerous areas. Among his contributions, he supervised the operations of the Information and Communications Services Division at the Department of Accounting and General Services, which led to reductions in software license costs, enhancements to the State's network – in terms of network speed and capacity - and improvements to the State's cyber-security posture. In addition, he assisted in the development of OIMT's strategic plan, which sets the long-term path for the State to manage IT more effectively and efficiently.

In this new role, I am confident Keone will continue his positive contributions, and continue to create a solid IT foundation for the State. His familiarity with our existing technology, processes, organizational culture and IT personnel will go far in ensuring continued progress without disruption.

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara, Vice Chair
Members of the Senate Committee on Technology and Arts
March 5, 2014
Page 2

Thank you for your consideration of my support for Keone Kali as the next CIO for OIMT.

Respectfully submitted,

Randy Baldemor
Director of Strategic Initiatives
Office of the Governor

March 5, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence Nishihara, Vice Chair
Members, Senate Committee on Technology and Arts
Twenty-Seventh Legislature
State Capitol, Room 414, Honolulu, Hawaii 96813

Subject: Testimony **In Support** of Governor's Message 579 -- Gubernatorial Nominee, Keone
Kali as Chief Information Officer for the Office of Information Management and Technology

Dear Senator Wakai and Members of the Committee:

I am Arnold Kishi, speaking as an individual, requesting your support to confirm the nomination
of Keone Kali for the position of Chief Information Officer in the Office of Information
Management and Technology. Having held similar roles in championing adoption and use of
technology within other large organizations, I fully understand the important role the Chief
Information Officer plays in leading those transforming efforts, as well as, the attributes which
lead to successful CIO programs.

Keone Kali brings to this position his energetic leadership and hands-on technology credentials
that will deliver efficient government services and ensure their continuity during disasters and
emergencies. His top management experience with the City of Beverly Hills, the Pacific Disaster
Center, and most recently, as the State of Hawaii's Deputy CIO for Operations, prepares him
well for the range of strategic challenges and tactical decisions that face the CIO. Since Keone
joined State Government a few years ago, I have worked with him on several infrastructure,
security, and technology policy initiatives where he demonstrated thoughtful balance of long-
term vision with near-term practical needs, and exercised critical leadership when bringing
together differing groups to resolve long-standing divisive issues. Keone also established
indispensable relationships with other leaders of technology within the Hawaii business
community when we served on the Board of the CIO Council of Hawaii.

For all these reasons, I urge the Committee to support the nomination of Keone Kali for the
position of Chief Information Officer. His confirmation will support the improvement of how
government does business and serves its citizens.

Sincerely,

Arnold Kishi
Office of Information Management and Technology
Information and Communication Services Division
Department of Accounting and General Services

Leila A. Kagawa, SPHR CCP
91-1108 Kaileonui Street
Ewa Beach, HI 96706

March 5, 2014

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol RM 414
Honolulu, HI 96813

Re: Support for the Confirmation of Keone Kali as Chief Information Officer for the Office of Information Management and Technology

Aloha Chairperson Glenn Wakai and fellow committee members

Thank you for the opportunity to offer my personal support for the confirmation of Mr. Keone Kali for the Chief Information Officer for the State of Hawaii.

In my professional capacity as Deputy Director of the Department of Human Resources Development (DHRD) I have seen first hand that Keone has been instrumental in assessing the State's current framework, data centers, broadband capabilities and overall information technology. He has done tremendous work to respond to the critical needs of the departments. Keone has worked closely with DHRD's IT Systems Manager to assess options and provide recommendations to stabilize network and operating systems through virtualization strategies. His collaborative style coupled with his extensive experience in program management serves the State well.

Keone exhibits the leadership and vision necessary to transform the infrastructure and continues to support departments and agencies in the modernization of applications and systems that will significantly enhance the delivery of services. His strong resolve and perseverance is necessary to continue to deliver on the statewide information technology and information resources management strategic plan over the coming years.

Thank you for the opportunity to submit my recommendation for the confirmation of Mr. Keone Kali as Chief Information Officer.

STATE OF HAWAI'I
CAMPAIGN SPENDING COMMISSION
235 SOUTH BERETANIA STREET, ROOM 300
HONOLULU, HAWAII 96813

March 5, 2014

TO: The Honorable Glenn Wakai, Chair
Senate Committee on Technology and the Arts

The Honorable Clarence K. Nishihara, Vice-Chair
Senate Committee on Technology and the Arts

Members of the Senate Committee on Technology and the Arts

FROM: Kristin E. Izumi-Nitao, Executive Director
Campaign Spending Commission

SUBJECT: **Testimony on GM 579, Consideration and Confirmation as the Chief
Information Officer for the Office of Information and Management and
Technology, Gubernatorial Nominee, KEONE KALI**

Thursday, March 6, 2014
1:15 p.m. in Conference Room 414

Chair Wakai, Vice-Chair Nishihara, and Members of the Senate Committee on Technology and
the Arts, thank you for the opportunity to submit testimony in support of gubernatorial nominee
Keone Kali for the position of Chief Information Officer for the Office of Information and
Management and Technology ("OIMT").

The Hawaii Campaign Spending Commission is an administratively attached agency to the
Department of Accounting and General Services and has worked with OIMT on a variety of
projects. Keone has always been supportive and interested in improving our electronic systems,
programs, and applications. We appreciate his vision, accessibility, expertise, knowledge, and
enthusiasm. We strongly believe that Keone has the skills to positively move OIMT forward
effectively and efficiently.

Accordingly, we respectfully submit our endorsement on his confirmation.

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING
AND GENERAL SERVICES
P.O. BOX 119
HONOLULU, HAWAII 96810-0119

TESTIMONY
OF
DIANNE F. MATSUURA
DEPARTMENTAL PERSONNEL OFFICER

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
TO THE
SENATE COMMITTEE
ON
TECHNOLOGY AND THE ARTS
ON
March 6, 2014

GOVERNOR'S MESSAGE 579

SUBMITTING FOR CONSIDERATION AND CONFIRMATION AS THE CHIEF
INFORMATION OFFICER FOR THE OFFICE OF INFORMATION MANAGEMENT
AND TECHNOLOGY, GUBERNATORIAL NOMINEE, KEONE KALI

Chair Wakai and members of the Committee, thank you for the opportunity to testify on

GM 579. I am writing in support of Mr. Keone Kali as the State of Hawaii's Chief Information

Officer.

I first met Mr. Kali when he was appointed as the Office of Information Management and

Technology's (OIMT) Deputy Chief Information Officer for Operations in 2012. As the

Department of Accounting & General Service's Personnel Officer, I have had the privilege of

discussing how technology can transform State Government with Mr. Kali, as well as his

organizational vision for the OIMT. He has impressed me with his innovative yet practical

ideas, his excitement and passion in implementing improvements, and his broad experience and knowledge in the field of technology.

Mr. Kali has the character and attributes that I believe are necessary to carry out the duties of the Chief Information Officer. I have observed his skillful application of leadership principles and techniques. He possesses the integrity needed to form creditable relationships with a variety of individuals both within and outside of the State Government. He is intelligent, fair, willing to listen, considerate, personable, trustworthy, and responsive.

For these reasons, I respectfully request your favorable consideration and confirmation of Mr. Keone Kali as Chief Information Officer for the State of Hawaii.

February 28, 2014

The Honorable Glenn Wakai
    and Members of the Senate Committee on Technology and the Arts
The Twenty-Seventh Legislature
State Capitol, Room 216
Honolulu, HI 96813

I am writing in strong support of Keone Kali for the State Chief Information Officer (CIO).

As the Administrator of the Hawaii Criminal Justice Data Center (HCJDC), Department of the Attorney General, I have the responsibility for the statewide criminal history information system (CJIS-Hawaii), the statewide Automated Fingerprint ID System (AFIS), the Sex Offender Registry and the FBI's National Crime Information Center (NCIC). Most recently, HCJDC is the primary supporting agency for the new statewide information sharing initiative, the Hawaii Integrated Justice Information Sharing (HIJIS) program.

Sonny Bhagowalia, as the first CIO for the State of Hawaii, led the development of a Statewide IT strategic plan, establishment of the Office of Information Management and Technology (OIMT), appropriation of funding for IT, and much of the IT consolidation and centralized IT activities now underway. Basically, Sonny completed the planning, but now comes the time when the rubber hits the road, which is to deliver and implement items in the plan.
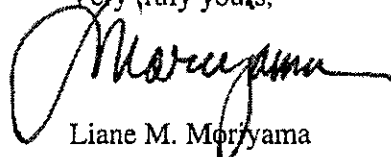
Keone Kali, was one of 2 Deputy CIOs, and he was charged with managing the operational-side of the IT modernization efforts. Keone directly led the Information and Communication Services Division (ICSD) in the upgrading of their centralized infrastructure needed for IT modernization. Keone is also the acting CIO, charged with keeping the momentum going.

I have worked with Keone in his previous role as the Deputy CIO under now former CIO Sonny Bhagowalia, and believe that he will not only carry on the strategy we have all worked on in the IT community, but more importantly begin to implement more of the enterprise-wide initiatives that the Executive Branch sorely need. Keone has shown an appreciation of the criticality of the mission critical services that we provide for law enforcement and public safety statewide, and I look forward to working with him on more enterprise support for all our mission critical functions and systems.
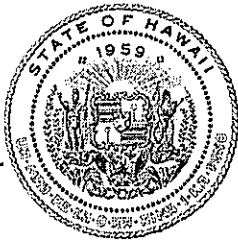
I currently serve on the legislatively appointed IT Steering Committee (Act 200, SLH 2010) and as the Department's representative on the CIO Council. Many other HCJDC and Department staff are serving on other OIMT-led transformation committees. While this effort is above and beyond our daily responsibilities, we all understand that this may be our best chance to make a difference in IT for the State of Hawaii.

I am very honored to be able to submit this letter of support for Keone as our State CIO and humbly ask your support of his nomination.

Very truly yours,

Liane M. Moriyama

DEPARTMENT OF BUSINESS,
ECONOMIC DEVELOPMENT & TOURISM

No. 1 Capitol District Building, 250 South Hotel Street, 5th Floor, Honolulu, Hawaii 96813
Mailing Address: P.O. Box 2359, Honolulu, Hawaii 96804
Web site: www.hawaii.gov/dbedt

Telephone: (808) 586-2355
Fax: (808) 586-2377

Statement of
RICHARD LIM
Director
Department of Business, Economic Development & Tourism

before the
SENATE COMMITTEE ON TECHNOLOGY AND THE ARTS

Thursday, March 6, 2014
1:15 p.m.
State Capitol, Conference Room 414
in consideration of

GM 579
Submitting for consideration and confirmation as the Chief Information Officer
for the Office of Information Management and Technology,
Gubernatorial Nominee, KEONE KALI.

Chair Wakai, Vice Chair Nishihara, and Members of the Committee on Technology and the Arts.

I respectfully urge your **strong support** for the confirmation of Keone Kali as Chief Information Officer, Office of Information Management and Technology.

Keone Kali has served as the Deputy Chief Information Officer for Operations and is currently serving as the Interim CIO. He has been part of the leadership team that developed the information transformation plan for the State since its beginning.

Keone has worked with DBEDT on the Hawaii Broadband Initiative which will increase the internet speed and capacity for Hawaii's businesses and residents. He employs a collaborative approach to moving multi-agency projects forward.

I respectfully urge your favorable consideration of the nomination of Keone Kali as Chief Information Officer, Office of Information Management and Technology.

Thank you for the opportunity to comment.

DEPARTMENT OF BUSINESS, ECONOMIC DEVELOPMENT & TOURISM

No. 1 Capitol District Building, 250 South Hotel Street, 5th Floor, Honolulu, Hawaii 96813
Mailing Address: P.O. Box 2359, Honolulu, Hawaii 96804
Web site: www.hawaii.gov/dbedt

Telephone: (808) 586-2355
Fax: (808) 586-2377

Statement of
MARY ALICE EVANS
Deputy Director
Department of Business, Economic Development & Tourism

before the
SENATE COMMITTEE ON TECHNOLOGY AND THE ARTS

Thursday, March 06, 2014
1:15 p.m.
State Capitol, Conference Room 414

in consideration of

GM 579
**Submitting for consideration and confirmation as the Chief Information Officer
for the Office of Information Management and Technology,
Gubernatorial Nominee, KEONE KALI.**

Chair Wakai, Vice Chair Nishihara, and Members of the Committee on Technology and the Arts.

I respectfully urge your **strong support** for the confirmation of Keone Kali as Chief Information Officer, Office of Information Management and Technology.

I have worked with Keone on the Hawaii Broadband Initiative. Keone employs a collaborative approach to supporting multi-agency projects such as the Hawaii Broadband Initiative which will increase the internet speed and capacity for Hawaii's businesses and residents. In addition, Keone is a good manager who supports his staff.

I respectfully urge your favorable consideration of the nomination of Keone Kali as Chief Information Officer, Office of Information Management and Technology.

Thank you for the opportunity to comment.

From:	mailinglist@capitol.hawaii.gov
Sent:	Thursday, February 27, 2014 9:32 AM
To:	TECTestimony
Cc:	dan@ikayzo.com
Subject:	Submitted testimony for GM579 on Mar 6, 2014 13:15PM

GM579

Submitted on: 2/27/2014
Testimony for TEC on Mar 6, 2014 13:15PM in Conference Room 414

Submitted By	Organization	Testifier Position	Present at Hearing
Daniel Leuck	Ikayzo, inc.	Support	No

Comments: Based on his credentials and reputation, we strongly support the nomination of Keone Kali for the position of CIO.

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

Do not reply to this email. This inbox is not monitored. For assistance please email webmaster@capitol.hawaii.gov

Gordon Fernandez

GM579

Submitted on: 2/28/2014
Testimony for TEC on Mar 6, 2014 13:15PM in Conference Room 414

Submitted By	Organization	Testifier Position	Present at Hearing
Forest Frizzell	Individual	Support	No

Comments: I'm in full support of Keone's nomination to the CIO position for the state of Hawaii. He is more then qualified, but more important he fully understands how to navigate though the cultural norms of the state. He can build consensus and understands the value of partnerships. Mahalo, - Forest Frizzell

Please note that testimony submitted less than 24 hours prior to the hearing, improperly identified, or directed to the incorrect office, may not be posted online or distributed to the committee prior to the convening of the public hearing.

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SIRIUS
COMPUTER SOLUTIONS

Monday, March 03, 2014

SUBJECT: STRONG SUPPORT FOR GM579
Nominee for Chief Information Officer, Office of Information Management and Technology
Public Hearing on 03-06-14 in conference room 414.

Dear Chair and Members of the Committee:

As a member of the Information Technology community in Hawaii I wanted to personally provide strong
support and testimony for Keone Kali, GM579 nominee for Chief Information Officer for the State of
Hawaii in the Office of Information Management and Technology.

OIMT has laid out a multi-year plan for IT transformation that requires strong leadership. Keone Kali is
qualified and capable to provide this leadership for OIMT and the State of Hawaii.

I have personally worked with Keone on projects both large and small and he has demonstrated
exceptional capability to make decisions and execute projects in a professional and successful manor.

I strongly SUPPORT GM579 for the nomination of Keone Kali for for Chief Information Officer for the
State of Hawaii in the Office of Information Management and Technology.

Thank you for the opportunity to testify.

Sincerely,

Steven Sakata
Senior Client Executive
Sirius Computer Solutions

From:	Aiello,Dale <Dale.Aiello@gartner.com>
Sent:	Monday, March 03, 2014 9:17 AM
To:	TECTestimony
Subject:	Confirmation of Keone Kali as State of HI CIO

This is in support of the confirmation of the appointment of Keone Kali to CIO of the State of Hawaii

I have known Keone for 3 years, and have worked very closely with him during the period he has served as the Deputy Director for Infrastructure and Operations for the State under Sonny Bhagowalia. Keone is well known and respected for his vision and skills in problem solving through direct and sensible approaches. He has consistently exhibited his knowledge and expertise in the various subject areas of information technology and administrative activities, and he has always conducted himself in a professional manner.

Since his assumption of the position of Deputy Director for Infrastructure and Operations for the State, Keone has moved the State forward in the area of IT to become one of the leading States in the US and has continued to exhibit the same qualities, traits, knowledge and expertise that have made him well respected over his career. I believe that he is most qualified and best suited for the job, and the best candidate to execute the mission as articulated by his predecessor. His friendly demeanor makes him very approachable and, as a result, communication with the department staff and other agencies has become more collaborative.

CIO's generally either are proficient in 1) creating the vision and plan to move a State forward which Sonny accomplished or 2) have the ability to implement this vision and plan. Very few have both traits. I feel Keone is a rare exception who has the vision and drive to move the State forward as well as the knowledge and experience to now implement this vision and plan that has been crafted.

I respectfully encourage you to confirm the appointment of Keone Kali to State of HI CIO.

Aloha,

Dale Aiello

Dale Aiello Hawaii Account Executive	**Work:** 808 531.5647 **Mobile:** 808 382.4490 **Fax:** 808.748.0600 **Email:** Dale.aiello@gartner.com	**Gartner** *Decide with Confidence*

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TILLES, WEBB, KULLA & GRANT
A LAW CORPORATION
433 NORTH CAMDEN DRIVE, SUITE 1010
BEVERLY HILLS, CA 90210

Ronald J. Grant
Stephen P. Webb

TELEPHONE (310) 888-3430
FAX (310) 888-3433
swebb@twkglaw.com

Norman S. Kulla, Retired
Mandy Tilles, Retired

March 3, 2014

VIA EMAIL

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol, Room 216
TECtestimony@capitol.hawaii.gov

Reference: Keone Kali

Dear Senator Wakai:

I was very pleased to learn that Keone Kalai is being considered for Chief Information Officer for the State of Hawaii, by your Committee.

I was elected to the Beverly Hills City Council in 2002 and served as the Mayor of the City of Beverly Hills during that term.

As a result, I worked with Keone in our major effort to completely revolutionize the technology in the City of Beverly Hills. I found him exceptionally bright, creative, and an absolute pleasure to work with. As you might imagine, the residents and business community of the City of Beverly Hills is quite tech savvy and considering their demands, we needed to keep on the cutting edge of technology. Keone understood the needs and concerns of this community and not only met, but exceeded our expectations.

At the time that he advised us that he was leaving the City and resigning his post, we elected not to accept his resignation; rather "retired" him with a proclamation for extraordinary vision, leadership, and distinguished service. He left behind a sustainable IT organization with a focus on innovation and world class customer service.
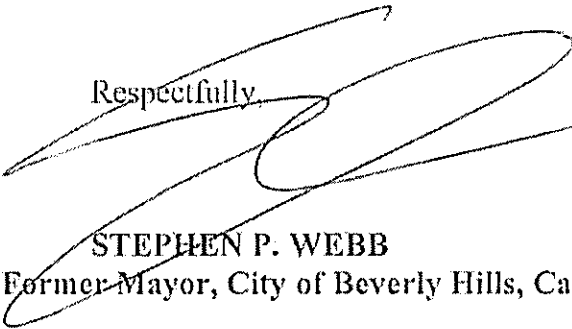
TILLES, WEBB, KULLA & GRANT
A LAW CORPORATION

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Re: Keone Kali
March 3, 2014
Page 2

My recommendation of Keone to be the new CIO for the State of Hawaii is without reservation and I believe that the State of Hawaii will be well served by his appointment.

To the extent that you or any other member of your Committee has any questions please do not hesitate to contact me directly.

Respectfully,

STEPHEN P. WEBB
Former Mayor, City of Beverly Hills, California

SPW/vt

HAWAI'I COMMUNITY FOUNDATION

March 4, 2014

RE: GM 579

Honorable Senator Glenn Wakai
Chair, Senate Committee on Technology and the Arts
Twenty-Seventh State Legislature
Regular Session of 2014
State of Hawai'i

Dear Senator Wakai,

I submit this testimony in support of Governor Abercrombie's nomination of Keone Kali to serve as the State of Hawai'i's Chief Information Officer (CIO).

Keone is well suited to serve as State CIO. Through the Hawai'i Community Foundation's involvement with the State of Hawai'i's business transformation and information technology (IT) modernization initiative, my staff and I have had the opportunity to work directly with Keone as he and his team have worked diligently to put the state on track to achieve the IT goals set forth in the Governor's "New Day Plan."

We have experienced his strong aptitude for leading a large and complex IT and business process reengineering effort, effectively managing the Office of Information Management and Technology (OIMT) team while achieving buy-in from the Information and Communications Services Division and other stakeholders throughout state government.

Keone brings a unique skill set developed through more than 20 years of experience in information technology, business development and management in both the public and private sectors. He has gained thorough knowledge of Hawai'i's transformation program as Deputy CIO-Operations for the past two years, an invaluable understanding that will enable him to "hit the ground running."

During his tenure as Deputy CIO, Keone has demonstrated his financial acumen, carefully and effectively managing the OIMT operations budget to implement dozens of backend upgrades and other projects that are central to the state's plan, which he was closely involved in developing.

Prior to joining OIMT, Keone served as the director of information technology and acting chief technology officer for the Pacific Disaster Center on Maui. Previously, he was the CIO for the City of Beverly Hills, where he designed, executed and managed a comprehensive 5-year Information Technology Master Plan, transformed the city's technology architecture to support highly-available and accessible public services, and formed new revenue generating programs – all initiatives similar to that currently taking place within the State of Hawai'i.

A Native Hawaiian, he espouses the true meaning of Aloha in his interactions with both internal and external stakeholders. He is effective at building and maintaining trust and objectively evaluating situations and leveraging his vast experience to provide solutions to identified problems. I believe this temperament and approach is critical to achieving success in the state's transformation initiative.

Keone Kali is the right person to serve the State of Hawai'i as CIO and the Hawai'i Community Foundation and I will stand behind your committee's decision to confirm him to the position as soon as possible.

Mahalo,

Kelvin H. Taketa
President & CEO
Hawai'i Community Foundation

Jocelyn Collado
95-1140 Makaikai St., Apt. 16
Mililani, HI 96789

March 3, 2014

Senator Glenn Wakai
Chair, Senate Committee on Technology and the Arts
Hawaii State Legislature
State Capitol Room 216
Honolulu, HI 96813

   RE: Governor's Message 579, Nomination of Keone Kali as the Chief Information
      Officer for the Office of Information Management and Technology

Dear Senator Wakai and Members of the Committee:

Thank you for the opportunity to provide testimony in **strong support** for the nomination of
Keone Kali as the state's Chief Information Officer (CIO).

Having had the honor of working with Keone in his capacity as Deputy CIO of Operations
during my tenure as Senior Communications Manager for the Office of Information Management
and Technology (OIMT), I believe he is the best candidate to lead the state through the next
phase of its technology modernization initiative. His impressive resume speaks to the depth and
breadth of his knowledge and experience in management, business, and technology. He has a
proven track record in working well with all branches and levels of government, as well as the
public sector, to deliver on operational concerns and business priorities.

However, I think one of Keone's strongest characteristic is one that cannot be captured on paper,
but rather seen in action – it is his support of and belief in developing the state's IT workforce.
He strongly believes that IT personnel are not merely technicians, but rather skilled professionals
that should be provided the ongoing training and certification needed to compete and succeed in
today's challenging IT environment. Over the last year, he has provided Information and
Communication Services Division (ICSD) workers opportunities to lead projects in
implementing new technologies and developing their management and technical skill sets, which
has led them to begin breaking down operational silos, working closer together and, arguably
most important, improved staff morale. Keone sees value in each employee and works to build
on their strengths and interests. He is dedicated to investing in the state's current IT workforce,
while working to recruit and retain the next generation of talented technology professionals.

It was truly a privilege to work with Keone and I am confident he is right leader to move
Hawaii's technology environment to the next level. I strongly urge you to confirm his
nomination and thank you for the opportunity to testify.

Mahalo,

Jocelyn Collado

Dan Webster
1919 W. Medinah Court
Anthem, Arizona 85086

March 3, 2014

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol, Room 216

Dear Senator Wakai;

As the former Deputy City Manager for the City of Beverly Hills, California, I am writing to recommend Mr. Keone Kali for the position of Chief Information Officer for the State of Hawaii. I had the pleasure to work with Keone for a number of years during my career with the City of Beverly Hills. Keone was recruited to head the City's Information Technology at a time when the department faced numerous challenges. The advances in technology presented opportunities in the public sector to improve staff productivity and customer service. However, the City's Information Technology Department lacked the human and physical resources to meet those challenges. Keone created a plan to upgrade staffing and then cooperatively address the needs of the diverse departments in a relatively short period of time.

Keone was able to sort through the many government functions and services and structure a framework to differentiate between the internal and external customer's wants and needs. This process allowed for significant system-wide upgrades that were within the budget limitations approved by the City Council. Keone and his team were responsible for a number of innovate programs during his tenure and he laid the groundwork for future expansion of those initiatives which continues to occur.

Keone implemented a number of changes that became lasting elements of the IT Department architecture. He made succession planning a priority and when he decided to move on in his career; his deputy assumed the department leadership and is still in that role today. Most importantly, Keone changed a departmental persona from one that was technically driven to one that understood that the citizens, businesses and internal departments were customers and clients.

Keone's experience, people skills and forward thinking ability make him an ideal candidate for the position of Chief Information Officer for the State of Hawaii. I highly recommend him for this position.

Sincerely,

Dan Webster
Former Assistant City Manager, City of Beverly Hills California

Gordon Fernandez

My testimony is in favor of confirming Keoni Kali as Chief Information Officer (CIO) for the State of Hawaii.

I've known and interacted with Mr. Kali for approximately two years while serving as a non-government member of the OIMT Steering committee and as a member of the CIO Council of Hawaii. During that time, he has demonstrated a very wide breadth and depth of knowledge needed to be a successful modern information technology leader. I consider Keoni to be a "rubber meets the road" kind of person where he will focus his energy in producing results.

In this short time frame, through his actions and volunteer efforts, he has been able to gain the respect of many in the Information Technology community.

Please accept my support for Keoni Kali as Chief Information Officer (CIO) for the State of Hawaii.

Mahalo,

Philip Mow
Director, Information Technology
Hawaiian Electric Company
(808)543-5873

HAWAII
OPEN
DATA

March 3, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara Vice Chair

Committee: Selection of Keone Kali as the State CIO

Date, Time: Thursday, March 6, 2014, 1:15 p.m.
Place: State Capitol, Conference Room 414

I am Burt Lum, Executive Director of Hawaii Open Data, a non-profit dedicated to advancing open data principles in Hawaii and creating collaborative environments that foster civic innovation. Formed in 2012, we focus on improving data accessibility and integrity in support of public/private collaboration, government transparency and civic engagement.
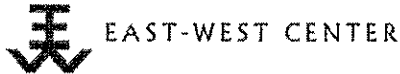
Hawaii Open Data **strongly supports the nomination of Keone Kali for State Chief Information Officer.**

I had the opportunity to work closely with the Office of Information Management and Technology (OIMT) on open data and open government initiatives including the passage of HB 632: Relating to Open Data, which went on to become Act 263. Throughout my experience, Keone Kali worked diligently on the implementation of key projects in the State's IT Transformation Plan.

We need someone like Keone who has first hand experience of what it takes to get the job done and the people skills to build and manage a strong team. In order for us to continue the work we started with open data moving forward, we need Keone in the position at CIO to help champion open government and transparency to the rest of the State departments and agencies and to continue to foster an environment of collaboration with the community.

Thank you for the opportunity to submit testimony on this appointment.

Burt Lum
Executive Director

EAST-WEST CENTER

March 4, 2014

Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol, Room 216
Honolulu, Hawaii

Reference: Recommendation for Keone Kali - CIO for the State of Hawaii. Confirmation

Dear Senator Wakai:

I wish to express my unconditional support of Mr. Keone Kali as the new Chief
Information Officer CIO) of the State of Hawaii.

Mr. Kali's technical qualification for the position, of which I am fully aware of having
worked with him as the past Executive Director (now Consultant) of the Pacific Disaster
Center, in my ongoing role as the Chairman of the International Program on Climate
Variability and Disaster Risk Reduction (IPCVR) and as a Senior Fellow of the East
West Center's Research Program, eminently qualify him to become the CIO for the
State of Hawaii.

In addition to his broad experience and unquestioned technical capabilities I would like
to particularly note that Mr. Kali has a unique capacity to effectively communicate
across the spectrum of IT specialist to the individual citizens of the community. This
strength I believe uniquely qualifies him for confirmation as the CIO of the State of
Hawaii.

Sincerely yours;

Allen L Clark (PhD)
Senior Fellow/Adjunct Professor/Chairman
East-West Center/Univ. of Hawaii/IPCVR

Email Transfer: TECtestimony@capitol.hawaii.gov

From:	Mark Hobson <mhobson@beverlyhills.org>
Sent:	Tuesday, March 04, 2014 11:15 AM
To:	TECTestimony
Subject:	CIO Confirmation - Keone Kali

Honorable Senator Glenn Wakai, Chair
Senate Committee on Technology and the Arts
Hawaii State Capitol, Room 216

Dear Senator Wakai:

I am writing this letter in support of the confirmation of Keone Kali for the position of CIO for the State of Hawaii.

I worked under the leadership of Keone Kali during his tenure as the CIO for the City of Beverly Hills, California.

He is capable of leveraging solid expertise in all facets of Information Technology. He is also an expert in spearheading transformative change initiatives with significant business value.

I can attest to Keone being an accomplished and versatile executive with a talent for optimizing processes and building winning teams to maximize value.

I highly recommend Keone Kali for the position of CIO, State of Hawaii.

Sincerely,

Mark Hobson
Assistant CIO, Information Technology
City of Beverly Hills
455 North Rexford Drive
Beverly Hills, CA. 90210
Office: 310.285.2591

The City keeps a copy of all E-mails sent and received for a minimum of 2 years. All retained E-mails will be treated as a Public Record per the California Public Records Act, and may be subject to disclosure pursuant to the terms, and subject to the exemptions, of that Act.

Thursday, March 6, 2014 – 1:15pm
Conference Room 414

The Senate Committee on Technology and the Arts

To: Senator Glenn Wakai, Chair
        Senator Clarence K. Nishihara, Vice Chair

From: Steve Robertson
        Executive Vice President and Chief Information Officer, Hawaii Pacific Health

Re: GM 579, Gubernatorial Nominee, Keone Kali
        Testimony in Strong Support

My name is Steve Robertson and I am the Executive Vice President and Chief Information Officer for Hawai'i Pacific Health. Hawai'i Pacific Health is a not-for-profit health care system, and the state's largest health care provider and non-government employer. It is committed to providing the highest quality medical care and service to the people of Hawaii and the Pacific Region through its four hospitals, more than 50 outpatient clinics and service sites, and over 1,600 affiliated physicians.

I write in strong support of the nomination of Keone Kali to serve as the Chief Information Officer for the Office of Information Management and Technology. Mr. Kali brings 20 years of experience in the field of information technology and has been the Acting Chief Information Officer for the State Office of Information Management and Technology since February 2014 and the Deputy CIO for Operations since 2012.

Mr. Kali's experience as the Chief Information Officer for the City of Beverly Hills was recognized by the Mayor and City Council of Beverly Hills with a Proclamation for Distinguished Service, Leadership and Vision. Mr. Kali has won several State and National awards for Innovation and Excellence in Government. Mr. Kali is active in the community and is a current member of the CIO Council of Hawaii, holding the position of Communications/Technical Committee Chair.

I believe that Mr. Kali is well-qualified for the Chief Information Officer for the Office of Information Management and Technology position, and ask that this Committee approve Mr. Kali's nomination and recommend him for confirmation. Thank you for the opportunity to provide testimony on behalf of Keone Kali.

Sincerely,

Steve Robertson
Executive Vice President & Chief Information Officer

KAPI'OLANI
MEDICAL CENTER
FOR WOMEN & CHILDREN

PALI MOMI
MEDICAL CENTER

STRAUB
CLINIC & HOSPITAL

WILCOX HEALTH

HAWAI'I PACIFIC HEALTH

March 4, 2014

Senator Glenn Wakai, Chair
Senator Clarence K. Nishihara, Vice Chair
Committee on Technology and the Arts
Hawaii State Capitol, Room 414
Honolulu, Hawaii 96813

Subject: GM 579 Submitting for consideration and confirmation as the Chief Information Officer
                for the Office of Information Management and Technology, Gubernatorial Nominee,
                KEONE KALI

Dear Chair Wakai, Vice Chair Nishihara, and Members of the Committee:

I am writing in support of the confirmation of Mr. Keone Kali as Chief Information Officer (CIO). As a Branch Manager in the Department of Accounting and General Services, Information and Communication Services Division; I have worked with Mr. Kali for over one (1) year.
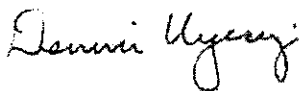
The CIO's responsibilities are diverse, complex, and require someone who can understand issues at the 10,000 foot level while not being afraid to get down and dirty. Mr. Kali's 20+ years of experience in information technology, business development, and management in both the public and private sectors have prepared him for this important position and the challenges which it brings.

Under the direction and leadership of the prior CIO, Mr. Sanjeev "Sonny" Bhagowalia, the State's IT Transformation Plan was developed. Mr. Bhagowalia selected Mr. Kali as his Deputy CIO charged with the implementation of one of the three strategic areas in the plan – Modernize the Technology Infrastructure.

Mr. Kali's confirmation will ensure that the CIO position is filled with someone who is dedicated, competent, and familiar with the goals and objectives of the transformation plan.

I respectfully request this committee confirm Mr. Kali for the CIO position.

Sincerely,

Dennis Uyesugi

From:	Victoria.Garcia@hawaii.gov
Sent:	Tuesday, March 04, 2014 4:06 PM
To:	TECTestimony
Subject:	Letter of Support for Confirmation of Keone Kali to the position of State of Hawaii CIO

To Whom It may Concern:

This email is informal, but it is sincerely meant as a hearty support for the appointment of Keone Kali to the position of Chief Information Officer for the State of Hawaii.

I am the Statewide Interoperability Coordinator (SWIC) for the State. In that position I have been a direct report to him. My position touches public safety radio communications and information technology/broadband. I am not a technician, but through the working relationship with Keone, I am able to leverage my legal background and technical knowledge as a way of bringing disparate parties in state and local government together for the common good of protecting our citizens. He has encouraged me to collaborate with the Adjutant General at the Department of Defense to ensure we are working collaboratively in the effort to bring FirstNet, the first nationwide public safety broadband network (NPSBN), to our public safety stakeholders.

One of the things I particularly like about Keone is that once he knows you and trusts your work, he does not micromanage. That is important as it allows us to be professional and develop strong relationships across organizations. It is important to have your "boss" respect your work. It helps to make one more productive.

I am available to respond to any questions you may have, but I did want to let you know that I hope you look favorably on his appointment. He will make the State of Hawaii proud!

Mahalo, Victoria Garcia

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mark@egermanlaw.com

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March 5, 2014

Via email <u>tectestimony@capitol.hawaii.gov</u>

Senator Glenn Wakai, Chair
Senate Committee on Technology and Arts
Hawaii State Capitol
Room 216

Re: *Keone Kali, Acting Chief Information Officer - Officer of Information
Management and Technology*

Dear Senator Wakai:

It is with great pleasure that I am writing this letter of recommendation on behalf of Keone Kali. I had the honor of serving on the Beverly Hills City Council from 1997-2005 and as the Mayor of Beverly Hills in 2001 and 2005. In my elected position with the City of Beverly Hills I worked closely with Keone Kali who was in charge of the computer systems for the City of Beverly Hills. Mr. Kali is an exceptionally competent individual who did an outstanding job for the City of Beverly Hills. During the period of time that he worked for the City of Beverly Hills I was also able to get to know Mr. Kali personally. He is an outstanding individual with great integrity and a wonderful work ethic.

The State of Hawaii is lucky to have him.

Please feel free to contact me at any time for further information regarding Mr. Kali.

Very truly yours,

MARK EGERMAN,
Mayor City of Beverly Hills 2001 & 2005

March 4, 2014

TESTIMONY OF
PATRICK BUSTAMANTE
TO THE MEMBERS OF THE SENATE COMMITTEE
ON TECHNOLOGY AND ARTS
Thursday, March 6, 2014
1:15 p.m. Room 414, State Capitol

The Honorable Glenn Wakai, Chair
The Honorable Clarence K. Nishihara, Vice Chair

WRITTEN TESTIMONY

GM 579

Relating to Mr. Keone Kali (GM 579) As Chief Information Officer to the Office of Information Management and Technology (OIMT)

Chair Wakai, Vice Chair Nishihara and members of the committee, thank you for the opportunity to testify on GM 579 relating to Mr. Keone Kali's appointment as Chief Information Officer to the Office of Information and Technology. My name is Patrick Bustamante I am the former President of Pacific LightNet Communications in Hawaii (PLNI).

I am writing to ask you to support the confirmation of Mr. Keone Kali as Chief Information Officer for the State of Hawaii.

In my position as President at PLNI, I was responsible for the management of a statewide fiber optic network comprised of terrestrial and submarine fiber connecting to all of the Hawai'ian Islands as well as to the continental Unites States (CONUS). During my tenure at PLNI, we provided advanced data communications to the Pacific Disaster Center on Maui under Mr. Kali's direction. My staff and I have the highest respect for Mr. Kali's technical knowledge and ability to solve complex matters. Since selling the company to Hawai'ian Telcom I've had the opportunity to meet and discuss projects and challenges facing the State of Hawai'i with Mr. Kali on numerous occasions and I am convinced that he possesses both the technical/managerial expertise and the commitment to the residents of the State of Hawai'i to improve the State's data and communication needs.

I urge you to confirm Mr. Keone Kali as Hawai'i's CIO of OIMT, and enable him to continue serving the state government and in turn, lead Hawai'i's technology evolution. I fully support and endorse him for the job. Thank you for your consideration of my recommendation.

Respectfully,
Patrick Bustamante
Honolulu, HI 96825

Thursday – March 6, 2014 – 1:15pm
Conference Room 414

The Senate Committee on Technology and the Arts

To: Senator Glenn Wakai, Chair
        Senator Clarence K. Nishihara, Vice Chair

From: George Greene
        President & CEO
        Healthcare Association of Hawaii

Re: **Testimony in Strong Support**
        GM 579 – Keone Kali

The Healthcare Association of Hawaii's 116-member organizations include all of the acute care hospitals in Hawaii, the majority of long term care facilities, all the Medicare-certified home health agencies, all hospice programs, durable medical equipment suppliers and home infusion/pharmacies, as well as other healthcare organizations throughout the continuum including case management, air and ground ambulance, blood bank and respiratory therapy.

The Healthcare Association of Hawaii is happy to add testimony in support of the confirmation of Chief Information Officer (CIO) nominee Keone Kali.

Mr. Kali's vast experience in the realm of IT, and particularly serving in the role of CIO, speaks for itself. We believe he is a highly qualified individual who will serve the state well in this function. We can see from his track record in Hawaii that he has already decreased cost for the government and increased IT functionality.

Technology is integral to everything we do in healthcare, from electronic medical records to interfacing with state agencies for eligibility. Secure, efficient communication systems and storage are in everyone's best interest.

As a stakeholder in the Transform Hawaii Government coalition, we are aware of the important role of the incoming CIO in upgrading IT systems throughout multiple agencies to put Hawaii at the forefront of computing possibilities. We support the continuance of this important work through the confirmation of Keone Kali as CIO.

Phone: (808) 521-8961 | Fax: (808) 599-2879 | HAH.org | 707 Richards Street, PH2 - Honolulu, HI 96813

Affiliated with the American Hospital Association, American Health Care Association, National Association for Home Care and Hospice,
American Association for Homecare and Council of State Home Care Associations

Gordon Fernandez

From:	Alan Ito <AIto@teampraxis.com>
Sent:	Wednesday, March 05, 2014 2:35 PM
To:	TECTestimony
Cc:	Alan Ito
Subject:	Testimony in Support of GM579

March 5, 2014

The Honorable Glenn Wakai, Chair
The Honorable Clarence Nishihara, Vice Chair
Senate Committee on Technology and the Arts
State Capitol, Room 414
Honolulu, Hawaii 96813

Re: GM 579: Submitting for consideration and confirmation as the Chief Information Officer for the Office of Information Management and Technology, Gubernatorial Nominee, KEONE KALI.

Chair Wakai, Vice Chair Nishihara, and Members of the Senate Committee on Technology and the Arts:

I am writing in support of Keone Kali as Chief Information Officer for the Office of Information Management and Technology. Although I have not personally had the pleasure of working directly with Keone, I am familiar with his many accomplishments and of his support for community initiatives such as the CIO Council of Hawaii, of which I am the new chair/president.

I urge this Committee to approve of his nomination.

Sincerely,

Alan S. Ito, CIO
TeamPraxis LLC

Gordon Fernandez

I have had the opportunity and pleasure of working with Keoni Kali on the Hawaii Broadband Initiative and as a member of the IT Steering Committee. Mr Kali is extremely knowledgeable and conducted himself in a very professional manner. His leadership skills allowed him to perform significant tasks, in some cases, under extreme time pressures. Mr. Kali was always able to come through. I highly recommend the confirmation of Keoni Kali as the State CIO.

Sterling Yee

STATE OF HAWAI'I

OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY

P.O. BOX 119, HONOLULU, HAWAI'I 96810-0119
www.hawaii.gov/oimt

TESTIMONY OF
KEONE KALI, ACTING CHIEF INFORMATION OFFICER,
TO THE SENATE COMMITTEE ON TECHNOLOGY AND THE ARTS

Thursday, March 6, 2014
1:15 p.m.
Conference Room 414
State Capitol

G.M. 579
RELATING TO CONSIDERATION AND CONFIRMATION AS CHIEF INFORMATION OFFICER
FOR THE OFFICE OF INFORMATION MANAGEMENT AND TECHNOLOGY,
GUBERNATORIAL NOMINEE, KEONE KALI

Chair Wakai, Vice Chair Nishihara, and Members of the Committee:

I am Keone Kali, Acting Chief Information Officer, in the State Office of Information Management and Technology (OIMT), speaking with respect to Governor's Message No. 579, nominating me to the position of Chief Information Officer for the Office of Information Management and Technology.

In response to the Committee's questions outlined below, I offer the following information for your consideration:

(1)   A description of your experience in the field of Information Management and Technology, or any related field;

I am currently the Acting Chief Information Officer (CIO) for the State of Hawaii. Immediately prior to my appointment by the Governor, I served as the Deputy CIO – Operations/CTO for the State of Hawaii for a year and a half. Preceding my moving back to Hawaii, I formerly served as the CIO for the City of Beverly Hills, California. During my 18 years of living and working in California, I had the benefit of being on the forefront of government transformation through the strategic implementation of leading-edge technology and forged solid partnerships within the technology industry and the public sector.

As the CIO and former Deputy CIO – Operations/CTO for the State of Hawaii, I led with a hands-on approach in managing all IT operations Statewide including flagship programs for the Office of the Governor involving Consolidated Infrastructure, Enterprise Shared Services, Data Centers, Network and Wireless (including FirstNet), Security and Privacy, Mission Applications, Policy and Governance, and the Hawaii Broadband Initiative which will result in ubiquitous gigabit services to all residents at affordable prices by 2018. I also directly manage the State's central IT division (ICSD), as well as, draft and execute on IT budgets, legislation, and overall policy.

In California, while serving Beverly Hills, I transformed the entirety of the City's technology architecture to support highly-available and accessible public services, improved public safety, and new revenue generating programs. I successfully authored and executed a comprehensive 5-year IT Master Plan, which leveraged the collaboration of all City departments and completely revamped and revolutionized City Operations both organizationally and functionally. Through this 5-year Master Plan, I established and led key strategic initiatives that resulted in a large Municipal Area Network (including connectivity of the BH Unified School District, City of Los Angeles, County of Los Angeles, Department of Justice, public safety, critical infrastructure, and Citywide secure wireless network), award-winning state-of-the-art Data Center, Communications (including CAD/RMS, e911, interoperable Public Safety Radio, and Microwave), ERP implementation accommodating complex fund accounting and GASB34 compliance, and instituted customer service excellence, physical infrastructure improvements, new revenue generation opportunities, and various other public programs.

As a Senior Executive within this $413 million Municipal Corporation, I had direct operational responsibilities to address deferred capital infrastructure maintenance, to deliver on general plan activities, and implement public safety and community improvements. – all within a financially, politically, and culturally challenging environment. Through creativity and collaboration, I was successful in implementing strategic solutions while supporting budget shortfalls, downsizing and other attrition initiatives, succession planning, and complex operational turn-arounds. Through all this, I am most proud of the next-generation IT department that I built which was able to develop and maintain high service levels with both internal departments and the public through measured Service Level Agreements.

Since returning to Hawaii, I have served as an Executive Consultant and Business Advisor to multiple private companies here and on the mainland. In particular, I served as a Technology Advisor, Director of Technology and acting Chief Technology Officer to the Pacific Disaster Center (PDC). In this capacity, I consulted on state and federal broadband strategy and development, IT gap analysis and strategic roadmap development, humanitarian assistance, disaster management and Disaster Risk Reduction (DRR) with multi-lateral NGO's, federal, state, civil and military audiences. At PDC, I fully operationalized the technology, infrastructure and integrated platforms (including cloud-based services) that support PDC's SaaS known as DisasterAWARE (Disaster All-Hazard Warning and Risk Evaluation platform), Disaster Alert (mobile app for iOS and Android – over 2.5 million downloads), and its Information-as-a-Service offering for context-based risk intelligence – for which I authored the strategic business plan.

I have a wide-ranging technical background in large-scale information system implementation across multiple jurisdictions and an advanced knowledge of geospatial system integration. From this technical expertise, I have built systems that support City/County/State/Federal/International programs with real-time information in a high-availability, on-demand environment. On the management side, I am highly experienced in strategic planning, organizational and program management, multi-cultural high-performance team building, integrated marketing of technology and internal/external communications, inter-agency facilitation, implementing standards and industry best practices, business continuity planning, contract management, negotiation and support, budgeting and cost efficiency, transparency in government initiatives, auditing, addressing personnel leadership and accountability, and customer service performance measurement. I have executed these strategic investments in technology managing a small, centralized staff and I have also worked with a large de-centralized staff including offshore development environments.

(2)   **An assessment of your strengths and weaknesses;**

Assessment of Strengths:
"Excellence," is something that I value and strive for in my work and my life. My goal is always to calibrate my thinking, communication, and action towards a commitment to excellence. This commitment to excellence has served me as a State Champion swimmer for Hawaii, as well as, throughout my CIO career.

In the position of the State CIO, I bring over 20 years of experience in information technology, business development, and management in both the public and private sector.

At this point in my career, I am focused on applying my very unique skill set towards transforming government using technology and assisting Hawaii's people to achieve a higher quality of life through improved government service delivery. I am a seasoned executive who has built high-performance teams, IT departments, performed domestic and international business development with central governments and can deliver expert guidance within demanding environments and to diverse audiences and stakeholders. In my career, I have consistently fulfilled upon business concerns and program deadlines with creative and highly-effective enterprise solutions – an attribute that will strengthen Hawaii's IT vision and business value, strategic leadership, commitment to and communication of total quality in government.

In addition, I have experience working within multiple municipalities and state agencies, the capability to facilitate on legislative matters and advise on technology policy and legislative appropriations, interacting with various appointed and elected Boards, institutions of higher education (Universities), managing ARRA projects (State Broadband Data and Development) and other State and Federal grant projects.

During my tenure with the City of Beverly Hills, all projects undertaken were completed in alignment with no less than 8 of the Top 10 City Council priorities per fiscal year. The projects I led won several state and national awards for innovation and excellence in government and I successfully carried out a succession plan with my Deputy Director being promoted to CIO after I left the City. As I departed California to return to my Hawaii home, I was honored by the City Council with a Proclamation for distinguished service, leadership and vision.

Throughout my career, I have directed over 450 enterprise technology projects to timely and successful completion, managed over 150 product and service contracts per year, several of which were high-profile multimillion dollar engagements directly negotiated with the senior leadership of Fortune companies, and have developed and managed over $150 million in capital to deliver both research and operational on-demand technology products and services to the market.

Assessment of Weaknesses:
The word "Patience" is often equated with "long-suffering." I would have to say that "Patience" is a virtue that I have limited use for. "Compassion," on the other hand, is very useful and necessary to engender trust and to motivate an internal culture to change in a positive way. Compassion is a value that I hold in high regard. I dedicate and put forth significant personal energy and time to maintain compassion at high-levels in my thinking, strategy, communication, and action. Where I am weak in patience, I am strong in compassion. However, because of my commitment to excellence, I am working to grow my capacity for patience, coupled with growing my understanding of government operations and the pace of change in Hawaii. We can only move as fast as our slowest resources...patience is required to endure the hard won progress towards modernization.

(3)   **An assessment of the department/agency's strengths and weaknesses. Please include an explanation of how the department/agency's strengths may be best utilized, as well as how the department/agency's weaknesses may be improved;**

Since there are currently very few OIMT staff, I will focus my comments on the Information and Communication Services Division (ICSD). The strengths of the ICSD are characterized by its staff of dedicated professionals who go the "extra mile" to ensure that computer operations supporting departments and the public continue on an uninterrupted basis. The staff has relied upon perseverance and ingenuity to maintain computer systems in light of shrinking budgets and Reduction-in-Force mandates. The majority of the staff are seasoned government employees, who possess decades of institutional knowledge and history of State government operations, and how the cycles of economic fluctuations have affected technology decisions in the State.

Poor decisions in the past have diminished the capacity of the organization and have resulted in a sub-culture of reservation, modest fear and a residual post-traumatic stress. However, there is strength and resiliency in the organization's sensitivity and sensibility, which can be transposed into an informing truth about the State's overall readiness and adaptability to change. Nonetheless, the combination of dedicated professionalism and the collective wisdom gained throughout the years make the ICSD staff valuable resources who can provide insightful guidance and participate in work efforts to develop future programs to make government more efficient.

The primary weakness of the ICSD is the lack of capacity to adequately support existing systems while developing new ones or engaging in new projects. ICSD currently has many single points of failure in staffing; meaning that only one person has the skills and knowledge to support a technical system such as back-up systems, DNS support, etc. Continuity of operations is constantly at risk due to normal absences and leave taken by staff and is further complicated when systems break or become unstable and there is no one available to call.

Training staff with specific skill sets would help to address ICSD's weaknesses. Single points of failure could be eliminated by additional hires. This would allow existing staff to devote their time to work on establishing new and efficient work processes, engage in new projects, and participate in technical training to support current and new systems. In addition, strategic hiring of additional staff would assist in succession planning as the majority of ICSD staff are eligible to retire now and over the next few years. Hiring top-notch talent in an expedient manner will require salaries that are competitive in the marketplace, and salary scales will need to be broadened to attract qualified applicants.

There is a growing leadership team, composed of a dozen or so ICSD employees, and some IT staff in departments, who have released their fear of change and are leading many of our pilot projects while gaining valuable lateral experience in the latest technologies and methodologies. Staff participation in pilot projects is a critical success factor in knowledge transfer and skills development. This minority leadership group must carry the weight of transformation initiatives until the organization evolves in its capacity to perform innovation activities as part of its daily operations schedule. Further, developing a culture of positive change and transformation, coupled with establishing core values focused on integrity, innovation and excellent customer service is of paramount importance.

ICSD staff are generally concerned with doing the right thing. If we continue to align our IT initiatives with what is intrinsically right for Hawaii, the staff will continue to make informed and higher-quality decisions leading to their active participation and will benefit by leveraging their dedication to public service. I am constantly mentoring the ICSD staff that we are not measuring for perfection, but rather, continuous improvement. This has proven to be a motivating tenet for "getting IT done."

(4)   **An overall vision for the department/agency, specifically what goals can be accomplished within the next four years and what types of annual benchmarks can be used to evaluate the department/agency's progress towards those goals;**

It is pivotal that we expand upon the strong technology foundations that have been established in the areas of Consolidated Infrastructure, Security and Privacy, Enterprise Shared Services and the Hawaii Broadband Initiative. By fortifying these elements, we stand to offer the most value to the people of Hawaii because these elements support other mission-critical systems and applications like Enterprise Resource Planning, Tax System Modernization, Health, Public Safety and Education, to name a few. Ultimately, we serve the people of Hawaii by building a smarter, safer, and connected Hawaii.

Consolidated Infrastructure
- Fortify and extend core backbone networks
- Upgrade building cabling to support higher bandwidth workloads
- Provide integrated Voice-over-IP and unified communications services
- Enhance interoperability of microwave, wireless and critical communications systems
- Increase centralized capacity for systems, storage, databases and disaster recovery
- Virtualize servers into the State's Government Private Cloud
- Improve facilities that host our operational environments and mesh our data centers across all islands into a cohesive and centrally manageable resource

Enterprise Shared Services
- Negotiate enterprise software licensing agreements
- Implement Centers of Excellence in core areas of importance related to the State's managed IT services portfolio including Email, Directory Services, Geographic Information Systems (GIS), Office Productivity, and Middleware
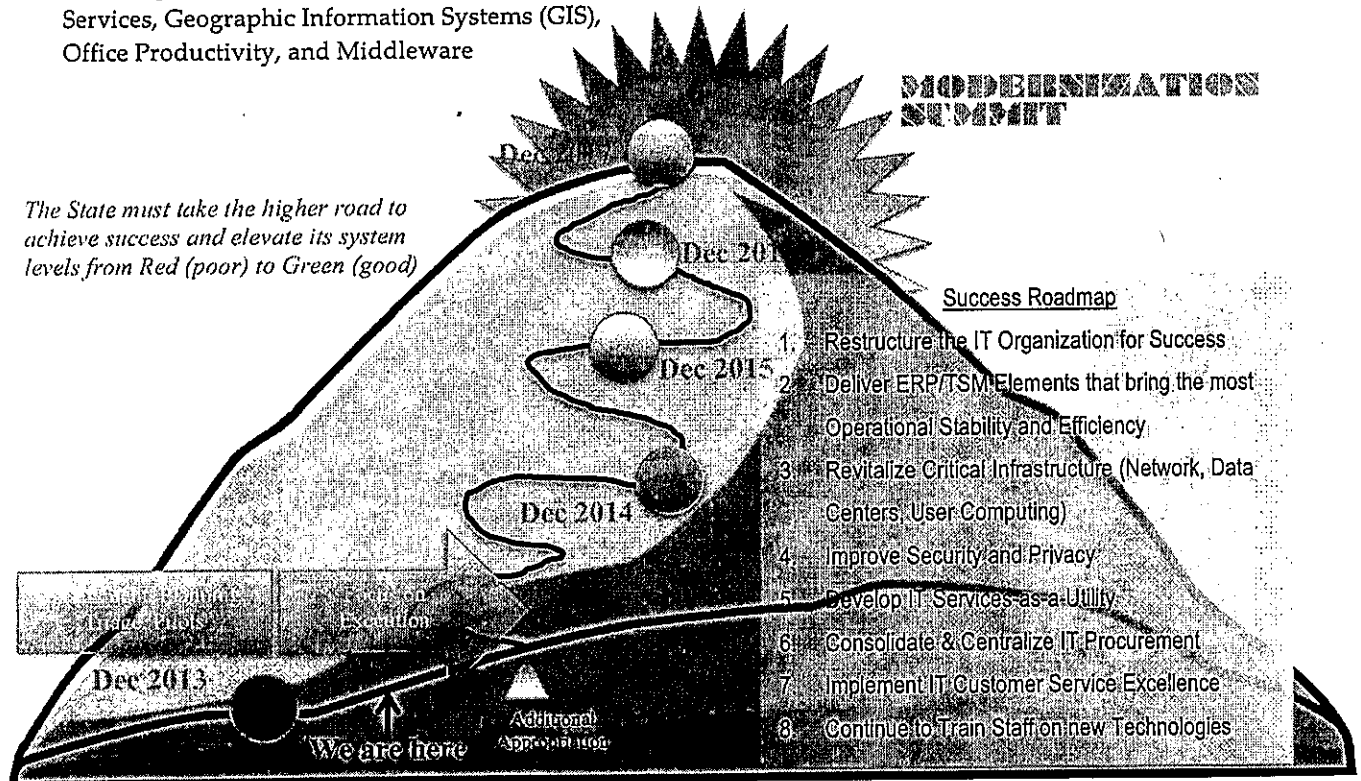
Security and Privacy
- Secure the enterprise
- Harden the State's network and data assets against cyber-threats
- Continuously monitor and improve the State's security and privacy policies and posture
- Expand the reach of the State's Security Operations Center (SOC)
  - o Provide uninterrupted security services while improving security incident response times
  - o Reduce security risks to the State
  - o Enable quick, well-coordinated notification to all State departments regarding security threats and issues
  - o Provide proactive monitoring of email and data services

Hawaii Broadband Initiative
- Improve broadband critical infrastructure including plans and designs for landing new transpacific fiber optic cables and deploying gigabit services through the state

The State must take the higher road to achieve success and elevate its system levels from Red (poor) to Green (good)

MODERNIZATION SUMMIT

Success Roadmap
1. Restructure the IT Organization for Success
2. Deliver ERP/TSM Elements that bring the most Operational Stability and Efficiency
3. Revitalize Critical Infrastructure (Network, Data Centers, User Computing)
4. Improve Security and Privacy
5. Develop IT Services-as-a-Utility
6. Consolidate & Centralize IT Procurement
7. Implement IT Customer Service Excellence
8. Continue to Train Staff on new Technologies

Dec 2013
Dec 2014
Dec 2015

We are here
Additional Appropriation

The success roadmap for IT in the State will be dependent upon a minimum of eight (8) achievements to be accomplished within the next four (4) years:

1. Restructure the IT Organization for Success
    a. Measurements include, but are not limited to:
        i. Implementation of an OIMT/ICSD re-organization plan
        ii. Consolidating functions and personnel into key service delivery areas
        iii. Re-classifying and professionalizing civil service IT positions
        iv. Broad-banding salary ranges for IT positions
        v. Migrating exempt positions to civil service classes and salary ranges
        vi. Forming a centralized IT entity for the State (i.e. attached agency)

2. Deliver ERP/TSM Elements that bring the most Operational Stability and Efficiency
    a. Measurements include, but are not limited to:
        i. Upgrading existing equipment and software to modern system baselines
        ii. Migrating legacy systems to the new platforms and systems for ERP and TSM
        iii. Streamlining and automating workloads in various areas (i.e. HR, payroll, budget, procurement, finance)
        iv. Implement ERP systems that interface between different branches of government (i.e. budget, payroll)

3. Revitalize Critical Infrastructure (Network, Data Centers, User Computing)
    a. Measurements include, but are not limited to:
        i. Ensuring High-Availability run-time metrics for services (i.e. 99.99% runtime)
        ii. Integrating all computer users (including mobile) into a secure environment
        iii. Leveraging efficiencies by utilizing the Government Private Cloud
        iv. Constructing a Primary Data Center on Oahu
        v. Establishing dedicated networks for critical communications
        vi. Landing new transpacific cables in Hawaii
        vii. Ensuring that IT systems can recover from a disaster

4. Improve Security and Privacy
    a. Measurements include, but are not limited to:
        i. Increasing controls over network traffic and content
        ii. Ensuring that information on the State's network remains secure and private
        iii. Continuing to classify data on the network and assess exposure and risk
        iv. Implementing a document archival and retention schedule

5. Develop IT Services-as-a-Utility
    a. Measurements include, but are not limited to:
        i. Offering an IT services catalog to departments and agencies
        ii. Ensuring that IT services are always on
        iii. Building a cost recovery mechanism for sustainability and system refresh

6. Consolidate & Centralize IT Procurement
    a. Measurements include, but are not limited to:
        i. Consolidating all IT procurement in the State to achieve efficiencies and cost savings

        ii. Negotiating enterprise license agreements with vendors

       iii. Adhering to the enterprise architecture for IT system acquisition

       iv. Implementing portfolio and project management best practices

7. Implement IT Customer Service Excellence
   a. Measurements include, but are not limited to:
      i. Implementing effective IT Policies
      ii. Adhering to Service Level Agreements
      iii. Measuring for IT responsiveness and satisfied customers
      iv. Resolving concerns in a timely manner
      v. Making services more accessible and transparent

8. Continue to Train Staff on new Technologies
   a. Measurements include, but are not limited to:
      i. Certifying staff in a number of IT best practice areas including security, network, databases, technical project management (i.e. CISSP, CCNE, PMP)
      ii. Providing on-site, side-by-side training opportunities for technologies implemented including creating Centers of Excellence around everything we do
      iii. Communicating the latest project successes and challenges in a learning environment to all IT staff on a regular basis and getting their contribution and feedback
      iv. Providing access to tools, research, and materials on latest technologies (i.e. Gartner, NASCIO, Microsoft)

(5)   The department/agency's top budgetary priority for the biennium;

We have submitted for inclusion as a Governor's Message item, a request for emergency funding of $30 million to address security threats affecting all of our departments and agencies and the statewide communication networks they use. Most of these issues result from lack of funding during previous years to keep up-to-date equipment on desktops, central servers, and the connecting networks. For example, manufacturers no longer issue security patches that would normally stop the increasing flow of rapidly evolving and sophisticated internal and external threats to decades old equipment prevalent in State government.

While taking those systems out of service or shutting down offending networks are logical options, such actions would essentially cripple State government. Our agencies need those hardware and software systems to continue operating. This funding will enhance our technical capabilities to patch, upgrade, and monitor critical computer systems and their related network switches; will improve mechanisms that share timely cyber threat and incident information with others in the community who can then prepare to defend against those cyber threats; and will implement the State's cyber security policies and procedures that govern acquisition and safe operation of systems on desktops, in server farms, in data centers, and in mobile use.

Background
The State's overall security posture is comprised of a multi-layered implementation approach which involves purchasing and installing computer equipment, software licenses, obtaining secure managed services, executing internal policies, providing education and training to users, and managing threats and vulnerabilities through policy enforcement.

In FY14, the State made pilot investments in its critical infrastructure including approximately $6 million in core security augmentation, $6 million in core network reliability improvements, and $6

million in data center operations including the instantiation of the Government Private Cloud and Enterprise Shared Services model. Within these improvements, the State has added more measurement and accountability for managing these key functional areas.

We have found as a result of these new measurements and routine audits of our critical infrastructure that we are experiencing failing legacy systems and a very real, compounding security threat. From a risk management perspective we are currently highly vulnerable and highly exposed to potential financial liabilities due to this compounded security threat.

We need to immediately address the threat by fortifying our existing infrastructure, hardening our core network and data center computing resources, increasing our managed services portfolio which increases the quality and voracity our security posture, and by preventing security breaches that result from obsolete and unsupported equipment and software licenses.

We are seeking emergency funding in the amount of $30 million to correct the existing issues and harden our critical infrastructure. This immediate infusion of funding will assist the State to offset future liabilities.

Impact to Business Operations
Without sufficient funding to take immediate remedial action against unauthorized disclosure or data loss, the State will violate its own statutes to safeguard personally identifiable information, as well as, risk losing more than an estimated hundreds of million in federal funding due to compliance issues with federal security mandates from the IRS and Department of Justice, and with federal privacy requirements of the Family Education Rights and Privacy Act (FERPA) and Health Insurance Portability and Accountability Act (HIPAA).

If not approved, from an operations perspective the State will face cascading equipment failures, permanent and catastrophic data loss, and extensive liabilities resulting from potential privacy breaches that could cost the State hundreds of millions of dollars. Continuity of government is jeopardized because of the volatility of "downtime" related to critical communications and the State loses millions of dollars a day when revenue systems are offline.

Use of Funds
Funds will be applied to equipment, software, and managed services upgrades affecting all Executive Branch Agencies. The allotment of funds will be used for the following:

$8M	Critical Improvements to the Network (including INET, interisland connectivity and submarine fiber pathways)
$6M	Additional Security Implementation
$6M	Software Licensing for Government Private Cloud, Operating Systems, and Back Office
$6M	Desktop Replacement with Virtual Desktop Infrastructure
$4M	Additional Data Center Equipment (servers, storage, etc.)
$30M	Total Request

(6) **An assessment of the department/agency staff's morale, including the turnover rate for personnel; and**

State IT staff often remind me that they continue to experience the long-lasting effects of repeated Reductions in Force (RIFs) that cut entire generations of employees from their ranks in 1995 and 2009. Eliminating large numbers of IT positions reduced job expansion opportunities and upward migration paths for IT staff within state government; produced a majority IT workforce that averages greater than 25 years of service; removed less senior employees that possessed knowledge of current technologies; and forced many other experienced employees to restart their government careers in lower paying positions.

The OIMT/ICSD budget and position cutbacks in FY14 and the resulting understaffing negatively affected the morale of the remaining staff who continue to carry increasing responsibilities and workloads.

In 2009, ICSD lost almost a third of its employees due to layoffs, which pinnacled ICSD's gradual loss of positions over past decades – from a high of 400 positions in the 1990's to less than 100 positions in 2010. Presently, in 2014, ICSD is composed of a total of 137 positions. OIMT is comprised of 39 positions (mostly vacant), but experienced a one-third reduction in salary levels for several special funded positions that resulted in the loss of all but one staff member in those positions.

Reversing the negative stigma associated with IT positions is a priority for OIMT. We believe that investing additional resources to increase the quality and capabilities of the IT workforce are first steps toward improving the morale of staff who have struggled with limited resources for many years.

Since 2009, several ICSD positions that were previously cut have been restored, and several more added to support growing technology applications. Where possible, we currently contract with consultants to temporarily fill critical manpower gaps, to provide essential missing skills, and to transfer current knowledge sets to our existing staff. In addition to investing in equipment and software, we have focused on retooling employee skills essential to supporting the rapidly changing IT environments. We have encouraged and funded professional development training, skills improvement, and job enhancement opportunities. We have created new promotional opportunities for staff and established additional advancement paths as we reorganize the central IT organization.

These new initiatives to support our staff will take time to demonstrate results. We hope these initial efforts will begin repairing the damage of past years and gradually raise the morale of our staff. We have seen some improvements and expect to see more as we work through change management training and technical skills development. It is of paramount importance that we capture and systematize the institutional knowledge of our long standing employees so that it is not lost in the massive attrition that will occur in the IT workforce due to retirements in the next few years. It is anticipated that we will retire approximately 60% of our State IT workforce in the next 3-5 years.

(7)   **Any foreseeable possible conflicts of interest that could arise during your service in the department/agency and how you would overcome them.**

I have no conflicts of interest and do not foresee any possible conflicts of interest in performance of my duties as Chief Information Officer. For this reason, I continually ensure that I, and my office, follow all applicable laws, rules, regulations, directives and procedures to protect the State. Further, I, and my office, routinely seek expert guidance from the Attorney General, Comptroller, Director of Budget and Finance, State Procurement Office, Office of Information Practices, and Hawaii State Ethics Commission to ensure compliance with all applicable laws, rules, regulations, directives and procedures. We have many mechanisms for measurement in place that will quickly identify potential conflicts of interest and resolve any potential conflicts of interest before they materialize.